

# Skylight Alert Bulletin

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Dear Corporate Partner:

Periodically, Skylight Corporate Support will need to contact you to apprise you of recent happenings or explain upcoming enhancements/offerings. To accomplish this, we send an email or fax to the primary contact information we have on file. Please read over the accompanying information and direct any questions to Skylight Corporate Support at 404-720-2003.

Thank You!

*Kim Boberg*

Corporate Support Manager

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## **1. New Efficiencies in Customer Support of Corporate Partners at Skylight!!**

In order to better serve the employees of our corporate partners, we will now offer a dedicated Customer Care number for the employees of our corporate partners, 800-279-5066. By calling this number, your employees will receive priority routing of their calls. This new number will appear on the back of all Skylight cards beginning June 1, 2004

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## **2. Skylight's New Online Enrollment and the Immediate Need for Account Information**

PLEASE NOTE: In order to remain in compliance with the U.S.A. Patriot Act and other federal banking regulations, Skylight is now **required** to restrict access to all accounts for which we have not received identifying personal information. The restriction of the account's card will occur if information is not received within 10 days of activation. You, as our corporate partner, will receive notice if you have this type of activated account through email or by phone from Corporate Support. We must ask for your assistance in identifying these individuals. Skylight will provide the account number to assist you in identifying the employee and locating the form.

To ensure that future accounts are opened with complete information, we will soon be introducing a more secure card activation process that involves verification of employee taxpayer ID number as well as employee ZIP Code. Accounts without complete information received at Skylight will not be permitted to activate.

Currently, many companies elect to fax enrollment forms to us for manual entry. As a consequence, we have all been subject to the effects of misinterpreted illegible handwriting, mis-directed faxes and issues of non-receipt. To remedy this, we are introducing our efficient and easy-to-use Online Enrollment module. This function is accessible through our website at no cost to you and allows for instantaneous transfer of account information from your payroll department to our database. After signing in using your company's unique username and password, you enter the employee's information in one simple step, press Submit, file the physical form at your desk and mail them to Skylight once per month. It's that easy!!

While we intend to have all corporate partners actively using this method by August, we now simply request that you contact Skylight at [corporatesupport@skylight.net](mailto:corporatesupport@skylight.net) to set up a time to receive a brief Online Enrollment training. Many of Skylight's Corporate Partners are using this module to transmit information to Skylight—which has resulted in a drastic decrease in lost forms and misdirected faxes as well as a significant increase in time-savings in Payroll/HR.

Please contact Beth at Skylight at the above email address or by phone at 800-355-6119 ext 7325 with any questions about your unassigned accounts or to schedule a 5-minute demonstration of our Online Enrollment Module.

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### **3. Skylight Completion of Requirements Following STAR Network Deletion**

Skylight is in the final stages of meeting all obligations involved with the STAR Network deletion, which occurred in December 2003. The final requirement is a re-issuance of debit cards to ensure that all customers hold a card with the correct network logos. Skylight will begin mailing new cards to *a portion* of our customers during the week of May 24, 2004.

To satisfy the responsibility to STAR, we must ensure that the cardholders are actually using the new card and have destroyed the old one. In order to do this, we will restrict the old card after ample time has been provided for the customer to receive and activate the new card. (Please see our announcement to the customer on page 3 of this document—this is a representation of the card carrier they will receive) Occasionally, our customers may attempt to continue using their old card and may be frustrated when we proceed with the restriction. If an employee reports he is unable to use his card to access funds, please ask if he has recently received a new card. If he has a new card and has not activated it, please have him call Skylight's Customer Care Line, 800-279-5066. You may also choose to call Corporate Support at 404-720-2003 to verify that this is the issue.

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We, at Skylight, appreciate your business and look forward to a continuation of our successful partnership!! Please remember, we're here to help **YOU** make the most of your direct deposit program. Our user-friendly marketing materials and proven strategies may be used to make your direct deposit campaigns effective and efficient. Please call and let us know how we can help you.

We look forward to hearing from you soon!

\*\*\*\*\* You Are a Priority Customer at Skylight \*\*\*\*\*



P.O. Box 54463  
Atlanta, GA 30308-9823

Sky0296

Account Number Here

Customer Name  
Address1  
Address2  
City, ST ZIP Code

**New Card  
Affixed Here**

Please activate your new Skylight card within 10 days.

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...Because you are our **#1 Priority!!!**...your new Skylight card is enclosed

- We have installed a new dedicated toll free number, 1-800-279-5066, to insure that your calls are handled in our new **Priority Call Center**.
- For security purposes, it is very important that you activate your new card within 10 days and destroy your old card. Your existing card will no longer be valid after June 20, 2004.
- In December of 2003, Skylight discontinued using the **STAR** Network. A final requirement of **STAR** was to reissue cards that no longer displayed their logo. This is merely a cosmetic change to your card and you will continue to enjoy access to your account at over 2 million ATM and POS locations.